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AUTHOR McClurg, Ronald B.
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ABSTRACT

An analysis of survey responses from a sample of accredited records technicians on competency characteristics for their occupation is presented in this document. (Accredited records technician is one of seventeen occupation groups included in this research.) The competencies are reported in five categories: (1) those competencies selected by the respondents from a list of 720 health occupations competencies; (2) the percentage rate which respondents reported practicing the competency item; (3) type of competency (indicated as the performance of a physical skill or action, or an understanding or mental comprehension); (4) use frequency (daily, weekly, monthly); and (5) training needed to achieve proficiency in that competency (formal instruction, demonstration, on-the-job). (The final report of the survey is available as CE 018 899. Survey results for the other occupational groups are also available--see CE 018 901-916.) (JH)

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Ronald B. McClurg, Ph.D.

Des Moines Area Community College

2006 Ankeny Boulevard

Ankeny, Iowa 50021

Common Intra-Cluster Competencies Needed in Selected Occupational Clusters

Supplemental Volume I: Accredited Records Technician

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Forward

This volume contains detailed competency characteristics collected in the vocational education research project entitled "Common Intracluster Competencies Needed in Selected Occupational Clusters - Health Occupations".

The information herein summarizes the responses of one of the seventeen occupational groups included in the research. The study included 720 individual competency items, both skills and understandings, which were presented to a sample of health occupation employees in Iowa and/or the central states area.

The data included in this volume summarizes the responses by those surveyed in the occupation listed on the cover.

Description of the Data

Essentially five competency characteristics are presented on the pages that follow. The total number of respondents to the survey is indicated following the table heading in the format N=__. Those characteristics include:

1. Competencies reported by respondents -

   The first column is a list of the competencies reported by respondents. Each competency carries the item number from the comprehensive listing utilized in the research process and as presented in the main report. Competencies not reported by respondents were not included to preserve space.

2. Practice rate -

The second column presents the percentage rate which respondents reported practicing the competency item. Practice rates of fifteen percent or less are indicated by an asterisk (*) and lack additional characteristic percentage computations because of their small cell size.

The remaining three competency characteristics represent responses of those who indicated that they practiced the competency.

3. Type of competency -

Columns three and four indicate the percentage of the type of competency which respondents indicated characterized the nature of their activity. An "S" indicates the performance of a physical skill or physical action, while a "U" reflects that an understanding or mental comprehension only was needed for the competency. (See the Glossary in the main report for working definitions of skill and understanding).

4. Use frequency -

Distribution of the percentage of frequency which competencies were practiced, for those who reported possession of them, is presented in columns five, six, and seven. "D" in column five represents a competency exercised daily, "W" in column six represents a weekly frequency, while "M" in column seven reflects monthly or less frequent practice.

5. Training needed -

The final three columns summarize the percentage distribution of the nature of training which respondents felt was necessary to achieve proficiency in the competency. The "I" in column eight represents formal instruction, such as would be presented in an academic setting. A "D" (column nine) indicates that a demonstration of how to perform the competency is all that is needed to achieve proficiency, while "E" in column ten indicates that on-the-job exposure is adequate for developing the competency.

Rounded, whole-number percent figures were used in the preparation of this report, since the findings were considered to represent trends more than finite characteristics. Multiple column computations were forced to total 100 percent by the rounding process except for those items where equal numbers in each of three columns were reported. In those cases the total of 99 percent reflects all responses reported.

Using the Data

Possible uses and applications of the data are presented in the main body of the research report. The material presented in this supplementary volume will be of most value to those concerned solely with the occupational field which is treated herein.

Competency Characteristics Reported by ACCREDITED RECORD TECHNICIAN (by percent) N=67

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
1.	Seek guidance to improve performance in patient care.	46	25	75	45	0	55	40	20	40
2.	Participate in/conduct demonstrations of procedures and equipment (in-service).	64	91	9	9	13	78	48	24	28
3.	Orient new personnel to unit facilities, routines and other personnel.	62	63	37	7	0	93	20	27	53
4.	Advise health professionals on the technicalities and procedures involved in operating special equipment.	36	62	38	23	0	77	33	33	33
5.	Practice established routines and policies of the health care facility.	67	61	39	94	0	6	17	22	61
6.	Supervise subordinates within the health care facility.	78	57	43	93	0	7	79	7	14
7.	Give "on the job" instruction.	73	53	47	17	11	72	26	37	37
8.	Advise staff concerning medical jurisprudence.	53	37	63	26	16	58	84	5	11
9.	Develop criteria for the selection of records for review and retention.	65	59	41	24	12	64	76	12	12
10.	Establish work priorities and schedule work assignments.	86	39	61	74	19	7	52	6	42

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
11.	Identify operational deficiencies and recommend corrections.	65	41	59	35	6	59	82	0	18
12.	Evaluate subordinate employee performance.	81	45	55	31	3	66	52	7	41
13.	Develop job description.	65	24	76	13	0	87	76	0	24
14.	Consult with health professionals on purchasing/ constructing/using special appliances.	44	38	62	6	6	88	44	19	37
15.	Interview/evaluate/hire prospective personnel.	54	43	57	0	14	86	86	7	7
16.	Maintain standards of employee's personal hygiene as related to job performance.	36	38	62	54	0	46	33	17	50
17.	Insure that all subordinates are on duty.	50	31	69	92	0	8	8	8	84
18.	Attend and participate in staff meetings.	67	50	50	4	38	58	38	4	58
19.	Develop policies and establish departmental procedures.	50	54	46	23	0	77	85	0	15
20.	Inform personnel of new or changed policies and procedures.	81	45	55	17	21	62	31	10	59
21.	Provide liaison between doctor and other professional associates.	54	50	50	64	7	29	14	14	72

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
22.	Review and approve employee's payroll time and salary.	61	45	55	5	55	40	29	24	47
23.	Coordinate work schedules with other departments.	46	58	42	33	0	67	17	8	75
24.	Teach special procedures to department members/students/health care professionals.	64	70	30	23	14	63	45	14	41
25.	Teach safety techniques as needed.	27	71	29	0	0	100	14	57	29
26.	Develop hospital disaster plan.	19	43	57	0	0	100	57	14	29
27.	Inform personnel of potential hazards in their working areas.	42	45	55	18	0	82	18	36	56
28.	Demonstrate tact in giving and withholding information concerning patient care/operations of the health care facility.	83	30	70	80	3	17	57	7	36
29.	Represent the department and facility at community meetings.	46	42	58	0	0	100	42	16	42
30.	Attend meetings and participate in community activities related to doctor's practice.	31	55	45	10	10	80	10	30	60
31.	Arrange meetings, conferences/travel accomodations.	50	69	31	0	0	100	23	31	46
32.	Assist in the orientation of volunteers, students, and new staff.	64	52	48	17	0	83	13	17	70

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
33.	Recommend materials to be used in training volunteers.	*								
34.	Train volunteers in specific techniques.	*								
35.	Participate in public relation activities as directed.	27	57	43	0	0	100	14	29	57
36.	Conduct tours of facilities.	33	67	33	18	0	82	0	18	82
38.	Inventory, sign for, and place patient's personal possessions in safe place.	*								
46.	Assist in resolving patient complaints.	*								
47.	Obtain signature on various patient/family consent forms.	23	67	33	17	17	66	50	33	17
51.	Obtain information from patient/family.	19	20	80	40	0	60	0	80	20
52.	Orient patient/family to health care facility.	*								
53.	Receive patient, explain tests and procedures to them and ally their fears.	*								
55.	Aid patient in completing insurance forms.	23	50	50	17	17	66	17	50	33
57.	Explain fees to patient.	*								
61.	Explain follow-up services to patient.	*								

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
62.	Help patient develop positive attitudes toward their illness/confinement.	*								
63.	Assist in establishing a comfortable relationship between the patient and the health care professional.	*								
69.	Record and chart vital signs, height, weight, and/or other conditions as directed by health care professional.	*								
71.	Follow established admitting procedures.	*								
72.	Maintain a use record on special equipment.	*								
73.	Conduct routine financial matters of employer (collect fees, make deposits, send statements, etc.).	*								
75.	Complete insurance forms.	50	45	55	73	18	9	27	9	64
76.	Maintain state and federal tax information and prepare tax forms.	*								
77.	Schedule patient treatment sessions.	*								
78.	Maintain record of all requests for patient information.	64	79	21	68	18	14	44	16	40
79.	Obtain charts of patients for whom information is requested.	81	81	19	86	10	4	19	29	52

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
80.	Prepare patient record folder (chart).	64	96	4	91	0	9	38	24	38
81.	Transfer patient food order to patient records.	*								
82.	Sort/file/organize documents, certificates, patient records, etc.	81	86	14	96	0	4	34	24	42
84.	Coordinate medical library function.	44	63	37	47	20	33	53	12	35
85.	Maintain and prepare productivity reports.	42	55	45	27	18	55	73	0	27
86.	Maintain surgeons'/physicians'/disease and operation indexes.	78	75	25	82	4	14	61	14	25
87.	Prepare daily census.	58	53	47	93	0	7	27	40	33
88.	Obtain physician's record of medical information and signature on certificate.	67	79	21	92	0	8	46	17	37
89.	Process mail and correspondence (both incoming and outgoing).	58	60	40	87	0	13	20	40	40
90.	Process payroll time cards.	25	89	11	0	67	33	0	44	56
91.	Prepare requests for vacation/sick leave.	35	56	44	13	13	74	11	33	56
92.	Prepare requisitions.	56	70	30	30	35	35	10	35	55
93.	Handle telephone calls.	81	67	33	95	0	5	10	19	71
94.	Disseminate insurance information requests to other departments for completion.	42	73	27	60	7	33	20	33	47

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
95.	Prepare correspondence/report/summary (not forms).	46	58	42	73	18	9	58	25	17
96.	Direct storage/issue/safeguarding of security items.	*								
97.	Mount, label, and file radiographs.	*								
98.	Maintain a patient recall system.	24	62	38	100	0	0	62	23	15
99.	Record patient's medical/dental history.	*								
101.	Record nursing care.	*								
102.	Check/maintain charting of treatments and medications, procedures, orders, observations.	25	44	56	67	0	33	44	22	34
103.	Maintain personal information card index on each patient.	58	80	20	80	0	20	33	20	47
104.	Gather data to complete reports for government agencies.	78	50	50	21	21	58	36	28	36
105.	Receive and organize handling of medication samples.	*								
107.	Operate office business machines.	81	86	14	90	5	5	33	48	19
108.	Initiate and maintain a medical record file for patients.	69	60	40	96	0	4	69	12	19

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
109.	Follow up on house calls and hospital visits for information needed for office medical record folders.	*								
110.	Establish and maintain a control system for location of medical record folders.	83	63	37	87	3	10	55	28	17
111.	Maintain catalogs of supplies and equipment.	19	60	40	20	20	60	20	20	60
112.	Prepare statistical reports in regard to patient visits and procedures.	78	71	29	54	4	42	68	7	25
113.	Maintain a fee schedule for services.	*								
114.	Record information on blood record card.	*								
115.	Follow established procedure in filing incident reports.	27	57	43	43	14	43	43	29	28
116.	Process loans of X-ray films.	*								
118.	Receive and record physician's verbal orders.	*								
119.	Transcribe physician's orders.	23	67	33	100	0	0	83	17	0
120.	Follow established procedures for processing authorization/accident report forms (autopsy, surgery, diagnostic tests, discharge forms).	44	56	44	69	0	31	69	0	31
148.	Accumulate and process data for doctor's interpretation.	22	63	37	50	0	50	63	0	37

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
151.	Evaluate adequacy of work space.	27	57	43	14	0	86	86	0	14
153.	Receive specimen from patient, record pertinent data on container, and place in proper storage.	*								
163.	Know and apply basic first aid techniques including artificial respiration and cardiac resuscitation.	*								
219.	Establish and maintain current estimated length-of-day data for use by Bed Utilization Committee and Bed Expediter.	35	44	56	63	0	37	89	11	0
221.	Prepare statistical reports.	88	65	35	22	9	69	65	22	13
222.	Take/transcribe minutes of meetings.	69	68	32	4	8	88	48	32	20
223.	Inform and advise administration as to trends and significant data.	73	53	47	22	0	78	74	11	15
224.	Provide reports or extract data for medical staff committees.	75	59	41	3	10	87	56	22	22
225.	Check records (charts) for deficiencies.	96	61	39	83	0	17	52	22	26
226.	Develop and maintain a filing system for data-processing printouts.	58	57	43	28	11	61	32	27	41
227.	Abstract information for record and list on discharge analysis form (manual processing).	77	70	30	75	5	20	45	30	25
228.	Prepare deficiency check-off lists.	75	63	37	74	0	26	33	30	37

	Competency	Practice Rate	Type		Use Frequency			Training Needed		
			S	U	D	W	M	I	D	E
229.	Code diseases and operations using prescribed classification system.	77	75	25	85	5	10	80	10	10
230.	Abstract information from record (including medical audit).	58	55	45	58	16	26	55	19	26
231.	Effect completion of records by other departments.	73	73	37	63	26	11	42	26	32
232.	Notify physicians concerning incomplete records.	78	79	21	46	32	22	29	29	42
233.	Transcribe from recording machines using magnetic belts or recorded discs.	73	79	21	89	0	11	74	5	21
234.	Type information onto various forms.	78	82	18	86	4	10	37	22	41
235.	Change discs, belts, or tapes on recording equipment.	73	79	21	78	6	16	28	50	22
236.	Maintain daily production record.	33	75	25	92	0	8	33	25	42
237.	Recommend policies for departmental functions.	58	47	53	40	0	60	79	0	21
238.	Assist administration in defining responsibilities of the medical records department.	75	52	48	22	0	78	59	11	30
239.	Plan for recording storage, and retrieval of clinical history and statistics by electronic data processing.	54	50	50	21	0	79	86	0	14
240.	Develop report format and content.	50	61	39	17	6	77	67	6	27

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
279.	Operate audiovisual equipment, e.g., projector, recorder, etc.	*								
422.	Total and reconcile entries made in a record of original entries.	*								
423.	Post totals from original entry record to combined or special journals.	*								
586.	Review patient's clinical history.	*								
625.	Arrange equipment for convenient and safe use.	*								
634.	Knows routine for fire in patient area and demonstrates knowledge of procedures for securing the building and reassuring and aiding patients.	22	38	62	25	0	75	0	25	75
635.	Has an understanding of fire prevention and control.	*								
670.	Abstract simple data from patient's chart.	33	83	17	83	8	9	33	17	50
692.	Clean and maintain service area and equipment, within area of responsibility.	*								
693.	Order/inventory and store equipment and supplies.	*								
695.	Verify performance of instruments/devices against manufacturer's specifications.	*								
696.	Determine if equipment needs repair.									

	Competency	Practice Rate	Type S	Type U	Use Frequency D	Use Frequency W	Use Frequency M	Training Needed I	Training Needed D	Training Needed E
697.	Schedule/perform maintenance on equipment.	*								
702.	Clean, sharpen and maintain instruments/equipment as required.	*								
703.	Control contractual services for maintenance of equipment/facilities.	*								
708.	Inspect all areas and rooms for proper housekeeping, temperature, and adequate supplies.	*								
713.	Check invoices against purchase orders.	*								
714.	Organize storage areas for equipment, supplies, and drugs.	*								
719.	Follow procedures for control and security of medical supplies, drugs, equipment.	*								